

# Mr Memory Installation Guide - Installing your Computer Memory / RAM

## Equipment Needed

Screwdriver (for removing the computer case or memory panel) and your Computer manual.

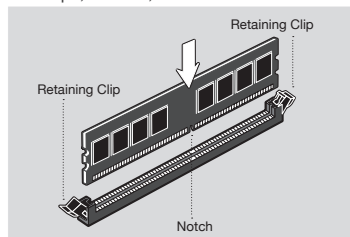
## Installation Process

1. Make sure that you are working in a static safe environment. Remove any plastic bags or papers from your work space.
2. Fully **shut down** your machine in the correct way. Once the machine has turned off remove the power cable. For Laptops, Notebooks and Netbooks remove the power cord/cable and then the battery.
3. Discharge any residual power left in the machine by holding the power button for 2 seconds.
4. Refer to your computer manual when removing the computer case or memory cover on Laptops, Notebooks and Netbooks.
5. Ground yourself by touching any unpainted metal surfaces on your computer's frame. This will remove any static electricity from your body or clothing.
6. Locate your computer's memory expansion slots (consult your computer manual). Do not use any tools in the removal or installation of memory modules.
7. Insert the memory module **firmly** into the slot as shown in the diagrams below.
8. If you cannot locate the second memory slot on a Laptop, Notebook or Netbook, it may be located under the keyboard. If you are unable to find the slot, or are unsure of how to access it please consult your user manual, or refer to the support pages on the manufacturer's website.

\* Pick up the memory chip by the top or sides. Do not touch the silver or gold contacts at the bottom, because even the slightest oil from your fingers can interfere with the connection.

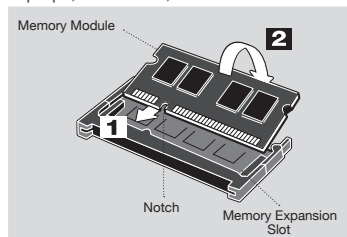
## Installation Diagrams

DIMM Installation  
Desktops, Servers, Printers



Using firm, even pressure, push DIMM into socket until clips snap into place. Do not assist clips.

SODIMM Installation  
Laptops, Notebooks, Netbooks



Firmly place SODIMM in at 45° angle, and then push down until clips snap into place.

## Support / Replacements\*

In the unlikely event that you experience any issues during or after installation please follow the troubleshooting tips.

If you are still unable to resolve the issue or if you wish to return an item for any reason please go online to [www.mrmemory.co.uk/support](http://www.mrmemory.co.uk/support) or scan the QR code with your mobile device.



\* Please contact us before returning any items. Under no circumstances should you personally arrange for a PC engineer to assist you before contacting us, as we will not be held liable for any costs incurred.

## Returns Procedure

### UK Customers

1. Go to [www.mrmemory.co.uk/support](http://www.mrmemory.co.uk/support) and complete the online Support Form to request a returns number. As soon as you have a reply from the support team please move to step 2.
2. Place the item into the original packaging and seal securely.
3. Cut the FREEPOST label from the front of your invoice. Write the returns number in the space provided and attach to the front of the package. Post into your nearest postbox.

### International Customers

Please go to [www.mrmemory.co.uk/support](http://www.mrmemory.co.uk/support) and complete the online Support Form.

A member of the support team will be in touch with further instructions.

## Troubleshooting Tips

Before contacting us regarding a possible incompatible / faulty memory module(s) check all of the following:

1. Ensure the memory is installed correctly and fully inserted into the slot.
2. Remove all the memory from the computer; try one of the modules we supplied on its own in slot number 1 - check to see if it works. Now re-try this with each memory module we supplied. When testing the memory please ensure only one slot is filled and all other slots are empty.
3. Copy the details from the original / existing memory and include this when using the online Support Request Form.

If you have checked the above and the module(s) is still not working correctly, please contact our support team by going to

[www.mrmemory.co.uk/support](http://www.mrmemory.co.uk/support).

## Online Feedback

Please share your experience with others at:

[www.trustpilot.co.uk/evaluate/www.mrmemory.co.uk](http://www.trustpilot.co.uk/evaluate/www.mrmemory.co.uk)

